

**UTILITY PATENT APPLICATION TRANSMITTAL***(Only for new nonprovisional applications under 37 CFR 1.53(b))*

Attorney Docket No.: 4366-113

Inventors: Andrew D. Flockhart of 1062 East 133rd Way, Thornton, Colorado 80241  
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22212 U.S. PTO  
10/673105

Express Mail Label No.: EV331284773US

Title: **"CONTACT CENTER RESOURCE ALLOCATION BASED ON WORK  
BIDDING/AUCTION"**

MS Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Enclosed for filing with the above-identified utility patent application, please find the following:

1. ☒ Specification (Total Pages of Text, including Abstract and Claims: 36)
2. ☒ Drawing(s) (35 USC 113) (Total Sheets: 4) ☒ FORMAL ☐ INFORMAL
3. ☒ Declaration and Power of Attorney (Total Pages: ) ☒ Signed ☐ Unsigned
4. ☒ Assignment Papers (*cover sheet & document(s)*)
5. ☒ Information Disclosure Statement (IDS/PTO-1449)
6. ☒ Copies of IDS Citations (Number of References: 41)
7. ☒ Return Postcard (MPEP 503) (*should be specifically itemized*)

**FEE CALCULATION:**

	(COL. 1) NO. FILED			(COL. 2*) NO. EXTRA	SMALL ENTITY			LARGE ENTITY	
					RATE	FEE		RATE	FEE
BASIC FEE:						\$370.00	OR		\$750.00
TOTAL CLAIMS:	54	-	20	34	X \$9 =		OR	X \$18 =	\$612.00
INDEP. CLAIMS:	4	-	3	1	X \$42 =		OR	X \$84 =	\$84.00
MULTIPLE DEPENDENT CLAIMS					+ \$140 =		OR	+\$280 =	\$0.00
*IF THE DIFFERENCE IN COL. 2 IS LESS THAN ZERO, ENTER "O" IN COL. 2.					TOTAL:				\$1,446.00

**OTHER INFORMATION:**

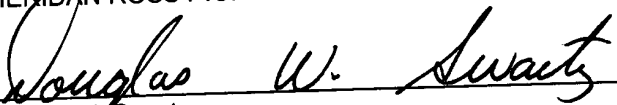
1. ☒ The Commissioner is hereby authorized to debit any underpayments or credit any overpayment to **Avaya Inc.** Deposit Account No. 50-1602.
2. ☒ The Commissioner is hereby authorized to charge all required fees for extensions of time under §1.17 to **Avaya Inc.** Deposit Account No. 50-1602.
3. ☒ Correspondence Address:

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4. ☒ Telephone calls should be made to undersigned at (303) 863-9700.

Respectfully Submitted,

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Date: Sept 26, 2003

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**211 Mount Airy Road**  
**Basking Ridge, NJ 07920**

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